**ABSTRACT**

The research paper is entitled **“The Influence of Reservation Section’s Services on Customer Satisfaction at Savoy Homann Bidakara Hotel”.** In achieving customer satisfaction, a hotel should provide good services and making efforts to improving the quality of their service. Consideration of that reason the writer want to find how the hotel’s services by Reservation section. The writer choose Reservation section as one of Front Office Department in charge of processing the order room data and gives direct information about the hotel to the guest as an object of research. The prospective guests hotel usually have a less knowledge about the hotel they will choose to stay for a while and usually do some observation first via telephone or email as consider will use hotel or not before decide. In this research, the writer uses descriptive qualitative method to research open questioner and interview to guest and staffs of Savoy Homann Bidakara hotel especially Reservation staffs and Assistant manager Front Office Department. The goals of the research are finding the facts of the influence of service provided the hotel reservation toward the satisfaction of their customers in Savoy Homann Bidakara hotel. Reservations sections have a big role towards the satisfaction of hotel’s guests for example they have to serve all the guests room request and give them a good facilities from other hotel department. The hotel and Reservation staff section also has efforts to improving their services with provide regular training to their staffs and they also should improve their hospitality, information and communication in serving their guests. Reservations Section at Savoy Homann Bidakara Hotel received well by the guests. That's why the customers Savoy Homann Bidakara hotel feel accepted and satisfied with hotel services so that trust to use the services of the hotel back.

**PREFACE**

*Alhamdulillahi Rabbil’alamin*, First of all, the writer would like to express praise and thankfulness to ALLAH SWT for the health and easiness to do the whole things during the lesson until she finished this research paper. Finally this research paper is finished with entitle **“The Influence of Reservation Section’s Services on Customer Satisfaction at Savoy Homann Bidakara Hotel”**. This research paper was written as a partial fulfillment of requirement for taking bachelor degree.

This paper discuss about the influence of the service provided of the reservation Section in Hotel Savoy Homann Bidakara toward the satisfaction of their customers. The research only focuses on the service provided by the hotel reservation section and also the efforts of Front Office Department and Reservation Section in Savoy Homann Bidakara Hotel reservation to improve their hotel services and customer satisfaction.

The writer interested to analyze about this research because has a lot benefit to hotel field. The research can be useful for other researchers especially students of English Department who choose tourism major. This paper is still far from being perfect and still needs some improvements. The writer would be glad to accept every criticism or suggestions about this paper.

Bandung, October 7th, 2015

The Writer

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First of all, the writer wants to express her gratitude to Allah SWT. Our Prophet Muhammad SAWwho always teaches us to be a better Muslims, may Allah bless him and rest him in the peace. Finally she has finished this research paper as soon as possible of for taking bachelor degree. This paper entitled **“The Influence of Reservation Section’s Services toward Customer Satisfaction in Savoy Homann Bidakara Hotel”**. In making this paper, the writer has found a lot of difficulties. But by the suggestions and supports from the advisor, parents and friends the writer has succeeded to solve all of the problems during she wrote this paper. The writer would like to be thankful her great gratitude and highest appreciation to:

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